

## Entering a Service Request for Work – DFA Capitol Complex

When accessing the DFA website, [www.dfa.ms.gov](http://www.dfa.ms.gov), look for *Work Order Request* on the bottom of the page. When the form opens, select ***Click Here to Submit a Service Request***.

**\*\*\* Internet Explorer and Microsoft Edge are not compatible with the application. \*\*\***

On the page that opens, there is a generic Userid and Password listed beneath the [Submit a Service Request](#) link. Log in with the generic Userid and Password provided.

Production should be highlighted under Environments when the page opens.

- Click on Unifer located under PRIMAVERA UNIFIER.

Once the pages opens, do the following:

- Click on the Company tab located in the top left-hand side of the screen
- Click on Facilities Manage
- Click Service Requests
- Click the Create button and complete the form. See the instructions below.

### Completing the Request

**Issue Details Block:** Provide a *Service Request Title* that describes your request in a way that makes sense to you and with words you can identify when you are tracking the status. For instance, you might type *Change Light Bulb*. In the *Issue Description*, provide a brief description of your request, giving more detail than you could put in the title. The *Type* field is a dropdown from which you will select the most appropriate choice for your needs.

**Location Details Block:** Tell us where the services are required by selecting a Location type. Select the specific location from the appropriate dropdown boxes. Complete all the required fields and provide any additional location details that might be helpful to know.

**Contact Details Block:** Complete the required fields so that the responders have adequate contact information.

**Add Attachment:** If you want to attach a photo or other documentation,

- Click on the paperclip image beneath the Attachments
- Click Browse to select your folder(s)

**Submit:** Submit your request by clicking the *Submit* button at the top right of the form.

**Print:** Once you have submitted your service request, you can print a copy of it for your records. To do that, log in to the portal following the instructions above and click on *Service Requests*. In the log that opens, find the request you want to print and double click to open it. Click on the  icon on the right hand side. From the drop down, select *Print* and then select the pdf format.

Generally, upper form is all you need, but you can *Show All* to get comments and attachments. When the request opens, you can either save or print it. If you are using the Firefox browser, please save the document and then open it from the location on your local computer. Opening the PDF file in the web browser will not yield the correct results.

**Check Status:** If you want to check the status of your request, access the portal and log in as if you are submitting another request. Click on ***Service Requests*** and the log will reveal all service requests. You can sort the log by clicking on the column headings. For instance, sort by building or service request title. The status is revealed in the *Status* column. Double click to open a request for more details.

If you have questions or difficulties, contact Capitol Facilities at 601.359.3630.